

E-Gov Travel on the Move

Providing world-class travel management
for federal employees. www.gsa.gov/egovtravel



January, 2006

A Snap Shot of E-Gov Travel in 2005

At the beginning of 2005, 23 E-Gov Travel Service (ETS) task orders had been placed. All three ETS vendors embarked on deploying the service in customer agencies. Now there are over 55 ETS task orders and ten agencies are processing end-to-end transactions. Each month transactions are growing by 50%.

There were some bumps along the way in 2005. Agencies found they wanted to integrate the service into their financial systems and in some cases the timing to do that slowed down their deployment. Also with the new business model came concern by small business travel agencies that ETS was going to take away from the volume of business they could do with the federal government. The lessons learned have been significant.

As deployment progressed one very important good news story emerged, over 70% of all travelers that are deployed book their trips online. Online usage was expected to be in the 45-50% range, in actuality it has turned out to be well above that which drives the cost savings of ETS up.

There is still work to do in 2006 to maximize utilization but as we look back at 2005 major progress was made government-wide to re-engineer the federal government's travel management to a world-class model. GSA and the E-Gov Travel Program staff want to thank all of those travel professionals across the government for their talent and dedicated work.

NASA Awards Key Travel Professionals

Mr. Tom Leudtke, Assistant Administrator for Acquisitions at NASA Headquarters, awarded the *Acquisition Improvement Award* for exemplary efforts to the NASA Electronic Travel Services Source Evaluation Board. The *Acquisition Improvement Award*, the highest NASA acquisition award, is given to individuals who provide a significant contribution to the procurement process.

The NASA team began their work in August 2004 by creating NASA specific ETS "preferences", attended NASA specific demonstrations in October 2004, developed the RFQ and evaluated the ETS vendor responses in February 2005.

Together, the team was titled the "E-Gov Travel Acquisition Team". All members of the team remained involved and are members of NASA's current ETS Project Team. The team consists of:

Jean Brantley- NASA's E-Gov Travel Project Manager
Johnetta Thomas- Function Lead
Keaven Moreau- Technical Lead and COTR
Lonnie Tate - Policy Liaison

Amber Sutton- Program Office Liaison
Susan Richards-Contracting Officer

Survey Credits E-Gov Initiatives With Increasing Satisfaction With Federal Web Site

12/16/2005

By Rob Thormeyer
GCN Staff

Satisfaction with federal Web sites improved for the third consecutive quarter, demonstrating that the Bush administration's E-government initiatives are making an impact even though satisfaction with the government overall dropped, according to the latest survey from the American Customer Satisfaction Index (ACSI).

"Federal E-government is continuing to make improvements to better satisfy users," said Claes Fornell, director of the National Quality Research Center at the University of Michigan and founder of the ACSI. "Government Web sites still lag their private-sector counterparts by a significant margin, but they are reducing the satisfaction gap with the private sector."

The report is based on a quarterly performance survey conducted by the American Society for Quality in conjunction with the University of Michigan, the CFI Group and ForeSee Results of Ann Arbor, Mich. Participation by government agencies is voluntary.

Aside from HHS, other agencies with strong performance include the **General Services Administration**, the Social Security Administration and the Federal Trade Commission.

National Travel Forum 2006, a Star Studded Event!

Mark your calendars for the National Travel Forum, 2006, ***Where the Travel Stars Shine***, being held at the Westin Bonaventure Hotel, Los Angeles, CA, June 26-29.

The National Travel Forum calendar of events and workshops are now posted at www.nationaltravelforum.org. For more information on the forum call 1-800-315-4333 or email help@nationaltravelforum.org.

NEW for 2006, GSA's first Travel and Relocation Innovation Award. GSA's Office of Travel, Transportation, and Asset Management is recognizing the professionals of travel and/or relocation management. Details of the Award, to recognize and honor excellence in Federal travel and relocation, are available at www.nationaltravelforum.org. Entries must be received no later than **March 31, 2006**.